

myroo adventures



QuickCoast

Welcome to Myroo Group Pty Ltd & our Terms & Conditions of bookings and carriage:

The Australian Consumer Law provides Consumers with a number of protections and Consumer Guarantees that cannot be excluded, restricted or modified. These Terms, and in particular the fare rules, refund and limitations of liability provisions set out in these Terms, are therefore subject to, and will not apply to the extent that they exclude, restrict or modify such protections and any Consumer Guarantees applicable to Consumers. These Consumer Guarantees provide Consumers with a basic, guaranteed level of protection for services that they acquire from us, including: (i) a guarantee as to due care and skill, (ii) a guarantee as to fitness for a particular purpose; and (iii) a guarantee as to reasonable time for supply. If we fail to live up to any of these Consumer Guarantees for a relevant service we provide, you may be entitled to a remedy under the Australian Consumer Law. If the breach of the Consumer Guarantees cannot be remedied or amounts to major failure, you are entitled to a refund or other remedies under the Australian Consumer Law. You may also be entitled to compensation for reasonably foreseeable losses caused by the failure. A major failure occurs when a reasonable consumer would not have purchased the services had they known about the extent of the failure or where the service is substantially unfit for purpose and cannot be fixed within a reasonable time.

The carriage of any Passenger on our vessels, and any related goods or services that we may provide to a Passenger in respect of such carriage, are subject to these Terms and Conditions of Carriage ("Terms") and any other terms set out on the Passenger's Booking Confirmation. These Terms and any other terms set out on the Passenger's Booking Confirmation comprise the entire agreement between us and the Passenger and, subject to the Australian Consumer Law, no other Terms and Conditions, where oral or written, will apply. We are not a common carrier and reserve the right to refuse to deal with any person or to carry any Baggage without giving any reason. You agree to observe any written or oral direction that we give to you in respect of your travel on our Coach.

A ticket is a confirmed reservation issued by Myroo Group Pty Ltd (herein after called "the company") and accepted by the passenger subject to the following terms and conditions.

Adult means a person aged 15 years or above.

Australian Consumer Law means Schedule 2 of the Competition and Consumer Act 2010 (Cth)

Authorised Agent means an authorised reseller of QuickCoast's products such as Tickets or Packages.

Assistance Animal means an animal that has been trained by an accredited organisation to provide assistance to a person with a disability.

Baggage means any item that a Passenger brings on our vessel or coaches, including but not limited to any items stored in storage bins and any item of Standard Baggage and Non-Standard Baggage including any Hand Baggage

Booking means both the reservation and details which we or one of our Authorised Agents have entered in our system relating to a journey to be made by a Passenger.

Booking Confirmation means any Ticket, Travel Package, Experience or Accommodation Bookings issued by us or one of our Authorised Agents to a Passenger containing details of the Booking, including an E-Ticket.

Checked Baggage & Cargo means the items identified in clause 14.16 & 14.17 of these Terms

Child means a child aged between 3 years and 14 years (inclusive)

Coach means any passenger coach/taxi/hire car vehicle including those operated by one of our 3rd party operators confirmed on a ticket or reservation issued by Myroo Group Pty Ltd.

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Consumer has the meaning given to it in the Australian Consumer Law

Consumer Guarantee means any statutory guarantee provided to Consumers under Division 1 of Part 3-2 of the Australian Consumer Law

Agent or Partner means a corporation or business with which Myroo Group has a direct relationship and who makes bookings with Myroo Group [on behalf of other persons (who do not make direct individual bookings with Myroo)].

Dunk Island Adventures means a QuickCoast cruise and other 3rd party bookings to Dunk Island inclusively.

Event of Force Majeure means any circumstances beyond our reasonable control including but not limited to war, acts of terror, inclement weather, hurricanes, cyclones, severe storms or weather, hail, strikes, lockouts or raw material shortages (including shortages of fuel)

Experience means any activities not directly pertaining to ferry travel, operated by third party service providers.

Q-Dollars means the virtual currency owned by Myroo Group Pty Ltd.

Q-Wallet means the virtual portal where Q-Dollars are accumulated and held for redemption for named passengers on products we offer or onboard purchases. Not transferable to other peoples or passengers.

Hand Baggage means all items of carry-on baggage that are carried aboard our vessel or a coach by a Passenger as identified in clause 14.15, including, limited to clothing, books, magazines, electrical equipment and components, cash, credit cards, art works, passports, jewellery, antiques and valuable items. We take no responsibility for your hand luggage.

Infant means a child aged 2 years and under

Locals Discount means an adult person who is a Townsville to Cooktown resident. Available on Ferry-X and Coach-X Day Return adult fares for touristic purposes. Adult fare residents are given a 15% discount of full fare adult tickets. Not available with any other discounts or multi-day packages. All passengers claiming locals discount require Government approved photo ID with local address to be presented ready at boarding, which is a QLD drivers' licence with current address or a QLD proof of age card with current address. Payslips, bills, and tenancy agreements are not accepted. For no valid proof of residency, the full fare difference will be charged along with a \$15 per passenger administration fee or denied boarding with no refund upon possible further valid proof given. Not valid with any other discounted ticket type. LOCALS DISCOUNT MUST BE BOOK DIRECTLY ONLINE @ www.quickcoast.com.au. Using code FNQ15. Non-Commissionable to agents. Not available for commercial/business passage.

Myroo Adventures means any operation the Myroo Group operate that includes Myroo Coach-X, Myroo Ferry-X and/or other independent 3rd parties included on our reservation/ticket.

Myroo Coach-X means any travel on QuickCoast in a one-way or day return service.

Myroo Ferry-X means any travel on QuickCoast Cruises in either a one-way or day return service.

Myroo Group means Myroo Group Pty Ltd ACN 651 816 063

Non-Included Extra Baggage means the items identified in clause 14.15, 14.16 & 14.17 of these Terms



Package means a holiday itinerary of 2 days or more arranged and operated in full or part by Myroo Group Pty Ltd. Often, we work in collaboration with 3rd party transport, water sports, and/or hospitality companies to complete package. 3rd party operators take responsibility for their own services and actions.

Passenger means any person with a Booking who is to be carried or who is carried on a Coach, except members of our staff or crew.

QuickCoast Xpeditions means a cruise between coastal and island destinations. Our Xpeditions are inclusive of all meals and transfers at daily departure and arrival destinations.

Seniors Concession means an Australian resident who has a valid pensioner, senior card, or carer card. Concession holders are eligible for a 15% discount of full fare adult Ferry-X & Coach-X Day Return Tickets Only. Not valid with other packages such as QuickCoast Xpeditions. All passengers claiming Senior's discount require Government approved photo ID. For no valid proof of Senior entitlement, the full fare difference will be charged along with a \$15 per passenger administration fee or denied boarding with no refund upon possible further valid proof given.

1. General Terms and Conditions

Company (For Administration & Feedback)	Local Booking Agent
Myroo Group Pty Ltd. P.O. Box 303, Mission Beach, QLD 4852 Phone: +61 (0) 493 101030 Email: quickcoast@myroo.com.au https://quickcoast.com.au	Mission Beach Tourism Centre 55 Porter Promenade, Mission Beach, QLD 4852 Phone: +61 (0)7 4068 7099 Email: info@missionbeachtourism.com https://missionbeachtourism.com/

2. Cancellation, delays or alteration of cruise

Cancellation by You

Dunk Island Adventures & Myroo Coach-X

Fares are non-refundable.

You can cancel up to 48 hours in advance for a full credit towards another QuickCoast date/service with a \$25 per booking administration charge.

For a full credit, you must cancel at least 48 hours before the start time of the scheduled departure.

If you cancel less than 48 hours before the experience's start time, the amount you paid will not be credited.

Any changes made less than 48 hours before the scheduled start time will not be accepted.

Cut-off times are based on the scheduled departure local time.

Coastal Xpeditions, Myroo Ferry-X, Multi-Day Packages, & Private Charters

Cancellations 62 days or more will incur forfeit of 25% of total booking cost.

Cancellations 61 days but more than 29 days will incur forfeit of 50% of total booking cost.

Cancellations 28 days but more than 15 days will incur forfeit of 75% of total booking cost.

Cancellations 14 days or less incur a full forfeit of package cost.



Delay or cancellation by Us

We are committed to getting you to your destination on time, however, sometimes bad weather, technical problems, operational and other issues can cause cruise delays and cancellations. Your safety is always our priority and while we will try our best to provide our service in accordance with the estimated departure and arrival time of your ferry or coach. Ferry and coach services are not guaranteed.

We are committed to providing you with the highest levels of customer service including by looking after you if things don't go as planned. We will provide you with assistance as set out below in the event of a delay or cancellation. Depending on the circumstances, this may include a refund and/or other compensation.

You may also have a statutory right to a remedy (including a refund and/or compensation) under the Australian Consumer Law. In Australia, the Australian Consumer Law contains consumer guarantees which provide consumers with a basic, guaranteed level of protection for goods and services that they acquire.

If a delay or cancellation occurs within 72 hours of the scheduled departure time, we will re-book you on the next available cruise which is acceptable to you, without charge. Alternatively, you may be entitled to a refund (further information set out below).

We may delay your cruise up to 2 hours of departure time with no compensation due.

Once a departure is delayed more than 2 hours then depending on the type of service you have booked:

Myroo Adventures

Full refund or accept the delay to travel. If an outright cancellation occurs, then a full refund prevails or we can book you on the next available/suitable service with \$25 Q-Dollars per passenger.

QuickCoast Xpeditions

Full refund of that sector or we can arrange onward travel to your destination via coach or taxi.

Myroo Ferry-X

Full refund - or we can book you on the next available/suitable service with \$25 Q-Dollars per passenger.

Dunk Island Adventures

Full refund of that sector of package plus any directly affected components - - or we can book you on the next available/suitable service with \$25 Q-Dollars per passenger.

Myroo Coach-X

Full refund only - or we can book you on the next available/suitable service.

Itineraries are not guaranteed.

Many factors may affect Our ability to provide any particular itinerary. These include weather, mechanical difficulties, civil unrest, government direction or other unforeseen circumstances. We agree to use reasonable endeavours to provide a cruise in accordance with our published schedules and itineraries. However, We do not guarantee itineraries and they do not form part of your contract with us. If we are unable to operate in accordance with our published itinerary, we may in some circumstances offer you assistance or compensation in accordance with clause 2.

QuickCoast Xpeditions - Itinerary Changes

We will do everything We reasonably can to make sure everything goes according to plan; however, sometimes changes can happen that may affect Your experience with us. This could include weather, mechanical difficulties, civil unrest, government direction or any other unforeseen circumstances.



In addition, we may charter all or part of QuickCoast, or remove the vessel from service where this becomes necessary. We may change the itinerary, vessel or cancel the cruise due to operational or commercial requirements. We will notify You of these changes as soon as We can. If We are forced to cancel the cruise or day adventure for any reason prior to departure, we will provide a full refund. Since Your itinerary is not guaranteed, please do not make any important arrangements or meetings based on the proposed itinerary.

QuickCoast Xpeditions - Changes within our control

Where a significant change is made to the islands in your itinerary prior to departure and this is due to a circumstance within our control, for example for operational or commercial requirements You will have the choice of:

1. accept the new itinerary.
2. to book another day when your preferred the itinerary is scheduled, plus \$50 per person Q-Dollars
3. Cancelling for a full refund of your fare paid.

For the purposes of this clause, 'significant change' means a change to the city of departure or disembarkation, or to the majority (by number) of the other islands in your itinerary.

QuickCoast Xpeditions - Changes outside our control after departure

If it is necessary to change the itinerary due to safety, maritime law, severe weather, to protect human life or health or other factors outside our control, we will attempt to offer a revised itinerary as close as possible to the original itinerary. We will not provide any compensation in connection with the revised itinerary unless Consumer Laws require otherwise. In this case a full credit of the price you paid for the cruise will be offered in the form of Q-Dollars and placed in a Q-Wallet for futures use for the passengers.

3. Travel Insurance

Comprehensive Travel Insurance strongly advised to all clients for potential reimbursement of any losses of money paid out to possible voluntary or unforeseen cancellations on your part.

4. Cancellation

On very rare occasions, services can be subject to the effect of weather or unforeseen circumstances. Should a cruise not operate for any reason passengers will be offered an alternative day or a full refund authorised.

5. Walking, Swimming & Snorkelling

Ferry-X and Coach-X transport to public areas namely (but not exclusively) Council areas, National Parks and/or Commonwealth Islands. Walking, swimming, and snorkelling (or any other activity) are never supervised and at your own risk and. Certain medical conditions and medications may preclude some people from certain activities. Please use caution and inform our crew of any medical conditions.

6. Pricing

All prices are firm once paid in full. With deposit only bookings Myroo Group reserves the right to increase prices up to 10% on the agreed total price when due to any legitimate reason (for example, (but not limited to) fuel prices)

7. Bookings & Payment

Online — Upon receipt of your reservation request, we will contact you to confirm availability and arrange payment details, if you chose the option to pay on your day of travel. We will provide you with a printable confirmation voucher via email, detailing your date of travel, pick up points, costs, and any other relevant information.



Fields marked with * on the Reservation form must be completed before choosing “Make a Booking”. We will advise you of specific reservation Terms and Conditions at the time of requesting a reservation. All costs shown are in Australian Dollars, or as otherwise indicated, and include GST (Goods and Services Tax).

8. When do you make payment?

When booking online at www.QuickCoast.com.au you have the option to pay by credit card to secure your booking with an instant confirmation of reservation/ticket. Day Adventures should be made at least 24 hours in advance. Coastal Xpeditions require enormous preparation and should be made at least 1 week prior where possible. In both cases reservations should be made as far as possible in advance to avoid any disappointment.

9. What if the weather is bad and I prefer not to travel?

QuickCoast only departs port when conditions are deemed safe to operate. We take all necessary precautions to ensure safety of QuickCoast, passengers and crew. Providing we have availability you are welcome to voluntarily change your dates pending availability. Or, in the worst-case scenario, cancel with full refund to all passengers.

10. Can you change dates?

Yes. On the basis on Ferry-X and Coach-X transfers, providing we have availability. There is a \$25 rebooking fee per booking for voluntary changes and must be completed no less than 72 hours prior to departure, phone +61 (0) 493 101030. QuickCoast Xpeditions require change notice no less than 7 days prior to departure and a \$100 per person rebooking fee applies pending availability.

11. Quotations

All quotations provided are subject to availability of services quoted and are not guaranteed until the booking is confirmed with the required payment(s) received on time.

12. Terms and Conditions of using our website.

The material on this internet site is made available for the purpose of providing access to current information and is not provided as professional advice.

Before relying on the material, users should obtain appropriate professional advice relevant to their circumstances to evaluate its accuracy, currency, completeness, and relevance for their purposes.

Some material on this internet site may include or summarise views, standards, or recommendations of third parties. The inclusion of such material is not an endorsement by us of that material and not an indication of our commitment to any course of action.

Links provided to other internet sites are provided for the user’s convenience and do not constitute endorsement of the information at those sites. We accept no responsibility for material contained in any site that is linked to our internet site.

Passengers with disabilities should email us for assistance with accessible jetties and safe dis-embarkment. We will assist and advise you directly of your options. Please be advised that accessible jetties are not available at some locations such as Dunk island Jetty on most tides.



13. Conditions of Carriage

A ticket is issued by QuickCoast Cruises who is owned and operated by Myroo Group Pty Ltd (herein after called "the company") and accepted by the passenger subject to the following terms and conditions:

1. The ticket entitles the passenger to transportation as indicated on the face hereof (hereinafter called 'the service') subject to the terms and conditions hereinafter appearing.
2. The company reserves the right to cancel or vary the service in any way whatsoever without any liability to the passenger.
3. Your ticket is not transferable and must be presented to the company to enable the passenger to travel on the service. Voluntary changes are permitted 72 hours prior to travel – charges will apply.
4. The company is not a common carrier and reserves the right at its own discretion to refuse to carry any passenger or goods without assigning any reason.
5. The company accepts no responsibility for loss, damage or injury to luggage or loss, damage or injury to the passenger arising out of or in any way incidental or connected to the service or the accommodation of the passenger or the transfer of any luggage between the vehicle and/or the vessel and/or any place of accommodation by events which are beyond our control, or which are not preventable by reasonable diligence on our part.
6. The passenger shall comply with the instructions of the company's crew and agents concerning all matters connected with the service and shall comply with any notice exhibited on the vessel.
7. The passenger whilst on the vessel shall not consume any intoxicating beverage unless it has been supplied to him/her on board by servants of the company.
8. The company shall not be liable for any loss, damage or injury which may arise or be alleged to arise in the event of the cancellation of the service or the abandonment of the service during the course thereof (should the company or any of its servants or agents in their absolute discretion decide that such abandonment is necessary) or of any deviation or delay in the service arising from any cause whatsoever. In any such event the company shall not be liable in any way for the cost of any accommodation or for any alternative means of travel which may arise and any additional expense so arising shall be the sole liability and responsibility of the passenger.
9. The company may arrange for any other person to undertake the service and such person shall be entitled to the benefit of these conditions to the same extent as the company as if such person were a party to this contract.
10. The company reserves the right, in the event of a ticket or booking being cancelled by the passenger, to charge cancellation fees in accordance with the company's current scale of refunds.
11. This contract is subject to and shall be construed in accordance with the laws of the State of Queensland and the passenger agrees to submit to the non-exclusive jurisdiction of the Courts of the State.
12. These conditions of carriage shall be read and construed subject to the Competition and Consumer Act 2010 (Commonwealth) and any amending legislation.
13. No condition of carriage other than set out in this ticket will be recognized. This contract may only be varied by agreement in writing between the company and the passenger. Note: Verbal promises by booking agents or clerks are not binding on the company and will not be recognized by the company.
14. QuickCoast is a licenced bar in Queensland. Drink in moderation and only consume alcohol which we supply to you on the vessel. No BYO is allowed onboard the vessel.
15. Parking at Clump Point is at passenger's own risk. We suggest that all passengers take a transfer bus/taxi from their accommodation. We provide this option with some inclusive options.



16. Luggage Allowance per ticket type:

Allowed Luggage: Type of Service:	Max Weight	Max Linear Dimensions (Length x Width x Height)	Included	Extra purchased on day of travel – if available
Day Return Ticket	1 piece – 5kg	105cm	Free	\$15
One way Ticket Only	1 piece – 5kg	Hand Luggage	Free	\$15
	1 piece – 23kg	158cm	Free	\$30
Overnight Packages Only 2 or more nights	1 piece – 5kg	Hand Luggage	Free	\$15
	1 piece – 23kg	158cm	Free	\$50

17. Accompanied Checked-In Cargo: Suitcases/Trekking Backpacks/Eskys (Chill Boxes):

Checked Luggage Type of Service:	Max Weight	Max Linear Dimensions (Length x Width x Height)	Prebooked same time as passenger booking	Extra purchased on day of travel – if available
Eskys/Bags - Day Return	1 piece – 23kg	105cm	\$25	\$40
Eskys/Bags - Day Return	1 piece – 32kg	158cm	\$35	\$50
Trolley - Day Return	1 piece – 32kg	250cm	\$75	\$90
Extra Suitcase - One Way	1 piece – 23kg	158cm	\$20	\$35
Suitcase - One Way	1 piece – 32kg	158cm	\$30	\$45
Trolley - One way	1 piece – 32kg	250cm	\$49	\$64
Extra Suitcase - Package	1 piece – 23kg	158cm	\$50	\$65
Suitcase - Package	1 piece – 32kg	158cm	\$75	\$90

18. Trolleys maximum width is 50 cm – wider trolleys will not be accepted for voyage. No refund or compensation for goods refused passage.
19. Larger Cargo – pricing and availability by application directly to QuickCoast Cruises.
20. Boarding closes 10 minutes prior to our advertised departure – be organised, be prompt.
21. General public pets are not permitted on vessel. Government certified assistance dogs are allowed only with at least 72 hours written consent by emailing “Service Dog Request” to urgent quickcoast@myroo.com.au
22. QuickCoast is a no smoking vessel - No smoking in any part of the vessel, including the toilets or out on deck. Persons found smoking will be banned from future passage and personally liable for any damage caused.
23. Valid in-date Government photo ID to be carried by all peoples boarding and shown when asked. Our company reserves the right to refuse boarding to any person without a valid government photo ID without compensation or refund.
24. We reserve the right to take all steps which are reasonably necessary to ensure the safety of our employees and guests on board the vessel. If in the opinion of our crew you have not complied with your obligations as stated in these Conditions of travel we may take steps which include any one or more of the following: (a) move you to another seat, or another part of the vessel; (b) remove you from the vessel; (c) report you to the relevant authorities; (d) refuse you from travelling on Myroo Group Transport services, for any duration of time we believe is appropriate.
25. **Dangerous Goods** are not permitted to be carried on-board such as (but not limited to) explosives, volatile spirits, corrosives, any easily ignitable article. Where a passenger is unsure, they are required to declare the item/s before boarding. We reserve the right to inspect all cargo/luggage and deny carriage if deemed unsafe with no compensation.
26. The passenger indemnifies the company for any loss and damage caused by or arising from the carriage of the passenger's goods.